TEXAS DEPARTMENT OF CRIMINAL JUSTICE
JOB DESCRIPTION

POSITION TITLE: SYSTEMS ADMINISTRATOR IV -
Enterprise Systems Support

SALARY GROUP: B22

DEPARTMENT: Information Technology Division

CERTIFICATION: I certify that, to my knowledge, this is an accurate and complete description of the essential functions and the conditions required for this position.

APPROVED BY: Tina A. Clark   DATE: 12/01/2020

POSITION #:   008279

I.   JOB SUMMARY

Performs highly complex systems administration work. Work involves coordinating the upkeep, configuration, and reliable operation of systems; and installing and upgrading computer components and system software. Works under limited supervision with considerable latitude for the use of initiative and independent judgment.

II.   ESSENTIAL FUNCTIONS

A.   Coordinates, plans, and schedules the installation of and training for new and revised systems, and defines business process requirements; installs, configures, maintains, and administers servers, operating systems, and applications; determines operational, technical, and system requirements for the location, installation, operation, and maintenance of data processing, data communication, system software, and server hardware; and manages federation, authentication, and access control systems.

B.   Researches, develops, and documents operating procedures for technical support, troubleshooting, maintenance, and innovative systems administration techniques; and analyzes, troubleshoots, and resolves system hardware, software, and networking issues and provides status reports to management.

C.   Completes projects and performs systems software and hardware reviews; and recommends to management systems technology solutions and enterprise-related hardware and software standards.

D.   Studies existing information processing systems to evaluate effectiveness and develops new systems to improve production and workflow as required; and configures automation routines using scripting and other programming languages.

*   Performs a variety of marginal duties not listed, to be determined and assigned as needed.

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III. MINIMUM QUALIFICATIONS

A. Education, Experience, and Training

1. Bachelor's degree from a college or university accredited by an organization recognized by the Council for Higher Education Accreditation (CHEA) or by the United States Department of Education (USDE). Major course work in Computer Science, Management Information Systems, or a related field preferred. Each year of experience as described below in excess of the required four years may be substituted for thirty semester hours from an accredited college or university on a year-for-year basis.

2. Four years full-time, wage-earning experience with automated data processing systems in the installation of computers, printers, communications devices, and office automation software in a LAN/WAN networking environment.

3. Microsoft Windows Server or Active Directory experience preferred.

4. Microsoft Azure Cloud experience preferred.

5. Microsoft PowerShell or equivalent experience preferred.

6. Project coordination experience preferred.

B. Knowledge and Skills

1. Knowledge of systems administration, computer hardware and software configuration and troubleshooting, and operating systems and applications.

2. Knowledge of computer programming and architecture of scripting languages and basic Internet security administration.

3. Knowledge of server hardware and software to include security software, performances monitoring, and capacity management tools.

4. Knowledge of Microsoft Active Directory and backup and restore procedures preferred.

5. Knowledge of agency and departmental organizational structure, policies, procedures, rules, and regulations preferred.

6. Skill to communicate ideas and instructions clearly and concisely.

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Page 3 of 3

7. Skill to coordinate with other staff, departments, officials, agencies, organizations, and the public.

8. Skill to interpret and apply rules, regulations, policies, and procedures.

9. Skill in problem-solving techniques.

10. Skill in the use of computers and related equipment in a local area network environment.

11. Skill to recognize, analyze, and resolve network and multi-user computer system problems.

12. Skill in using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.

IV. ADDITIONAL REQUIREMENTS WITH OR WITHOUT REASONABLE ACCOMMODATION

A. Ability to walk, stand, sit, kneel, push, stoop, reach above the shoulder, grasp, pull, bend repeatedly, climb stairs, identify colors, hear with aid, see, write, count, read, speak, analyze, alphabetize, lift and carry 15-44 lbs., perceive depth, operate a motor vehicle, and operate motor equipment.

B. Conditions include working inside, working around machines with moving parts and moving objects, radiant and electrical energy, working closely with others, working alone, working protracted or irregular hours, and traveling by car, van, bus, and airplane.

C. Equipment (machines, tools, devices) used in performing only the essential functions include computer and related equipment, calculator, copier, fax machine, audiovisual equipment, telephone, dolly, and automobile.

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